

Queens Care Home Care Home Service

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Prestwick
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Type of inspection:
Unannounced

Completed on:
4 November 2022

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378615

About the service

Queens Care Home is registered to provide care and support for up to 43 older people, with mental and/or physical impairments. The service provides respite within these numbers. The provider of the service is Sanctuary Care Limited.

Queens Care Home is situated on the promenade in Ayrshire town of Prestwick. It is close to all local amenities and transport links. The building is a large extended two-storey property with small garden facing the seafront and one to the side. Communal areas consist of three lounges/dining areas, two of which have limited kitchen facilities. All bedrooms are a variety of single rooms, and some have en-suite facilities.

About the inspection

This was an unannounced inspection which took place on 2, 3 and 4 November. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight people using the service and seven of their relatives.
- spoke with 24 staff and management throughout this inspection that included manager, deputy, nurses, carers, activity staff, head housekeeper, maintenance person, laundry and kitchen/catering.
- observed practice during mealtimes, breakfasts, morning routines and general daily life within the home.
- reviewed documents relevant to the key questions being inspected against.
- spoke with two nursing professionals who provide advice and support with health related issues to the care home community throughout Ayrshire.

Key messages

- The care home was very well presented, clean and tidy with a welcoming atmosphere with several sitting areas and lounges for people to relax during day.
- The staff team provided a friendly and welcoming approach and demonstrated their kind and caring nature through their compassionate interactions with the people who live there.
- The new management team were enthusiastic and motivated to delivering high standards of care and support.
- The provider has invested in improving the care home environment and this was evident in the furnishings fittings and other upgrades we noted during this inspection.
- There was a good blend of new and experienced staff who worked well together as a team to deliver good standards of care and support.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

After reviewing the evidence and information gathered during these inspection visits we have evaluated this key question as good, where the strengths have a positive impact on people's outcomes and outweighed any areas for improvement.

People's health and well being should benefit from the care and support they receive. We observed staff to be caring and compassionate in their interactions when engaging with people who live in the care home. This helped to give reassurances and comfort to vulnerable adults who need to be supported with their activities of daily living.

Mealtimes and breakfasts were provided in an unhurried and relaxed way. Staff assisted people well taking their time and ensuring that people enjoyed this experience. The standard of menu was good and the kitchen/catering staff participated in the meal time experience and ensured people's choices and preferences were met.

Staff demonstrated good standards of person centred care, whilst providing support and any personal care. We observed good interactions during times when staff were engaging with people, this clearly demonstrated their knowledge of their individual care and support needs as well as being able to connect with them in a personal way as well. Relatives we spoke to concurred with our findings, describing the staff as caring and considerate.

The staff team were a mix of relatively new members and more experienced staff providing a good balance. We saw the team working well together and demonstrated a combined commitment to provide good standards of care. We discussed with the management the need to continue to develop this team of staff through leadership and delegation of roles and responsibilities as they manage the daily tasks within the home.

We reviewed the care and support planning documentation that provides written details of the identified health needs assessments and how care and support is provided to that person. We found the plans to contain relevant health needs assessments and written explanations which were detailed. The folders were extensive and cumbersome and could do with being streamlined to make them more user friendly and easier for staff to access. Some personal care records and nutritional and fluid balance charts were kept in individuals' bedrooms. During discussions with the deputy there was recognition of the need to continue to develop the documentation to fully reflect the knowledge and person-centred care they wish to deliver. (See Area for Improvement 1)

The care home operates an electronic system for medication administration using handheld mobile devices. We found staff to be competent and knowledgeable of this system and they told us it helped them. We noted the staff had put in place hard copies of the 'as required medications' or (PRN Protocols) This helps to clearly explain when a person should get certain medications for example pain relief or agitation. We found these records to be very good, with well written reasons why and when these medications should be administered. This provided good evidence to support that staff knew people well and were considerate of their physical and mental wellbeing, as well as maintaining continuity when administering these types of medication.

The service has recently increased the activities staff which gives reassurances that the provider recognises the importance in maintaining regular opportunities for physical movement and mental and social stimulation. We heard from the enthusiastic and motivated staff their plans for future activities, entertainment, outings and other events they wish to organise. This helps to ensure that people are kept as active and interested in social interactions to maintain general health and mental wellbeing. We would like to see this positive progress maintained and therefore will continue to review the progress of these activities at the next inspection. (See Area for improvement 2)

Areas for improvement

1. The service should continue to develop the care and support documentation to fully reflect the good standards of person centred care we observed during our inspection visits and ensure that the information contained is readily available and accessible.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My personal plan is right for me because it sets out how my needs are to be met, as well as my wishes and choices' (HSCS 1.15)

2. Whilst we recognised and commend the provider for recently employing new activities staff to support people's physical and mental wellbeing. This has only started and will take time to implement a full programme to improve people's access to meaningful activities that meet their individual needs, interests, and aspirations. This should include ensuring appropriate numbers of staff are available to support people to continue to experience meaningful activities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical, and learning activities every day, both indoors and outdoors' (HSCS 1.25)

How good is our leadership?

4 - Good

The provider had recently changed the management of the care home with new manager and deputy in post. We heard positive comments about this change and we noted that they worked well together and engaged positively during this inspection process. During our discussions it was apparent they were open and transparent about the task ahead and had already identified areas of improvement within the service and were actively in the process of implementing changes to address these. This provided reassurances that they understood their roles and responsibilities and recognised where improvements were needed. (See area for improvement 1)

We also note they both demonstrated a commitment and passion for providing high standards of person focused care to the people living in the home. The service provider needs to continue to ensure this new management team has the support and resources needed to deliver on some of the areas of improvements needed that will enrich the overall care experience for the people living in the care home.

The provider has a number of systems that input into their overall quality assurance procedures and the new management team are in the process of being able to utilise the information gathered through these processes and by assessing and evaluating this to ensure that this feedback data continues to inform changes and improvements to the service. (See Area for Improvement 2)

Areas for improvement

1. The new management team should continue ensure that the quality assurance systems help inform changes and improvements to the service. This should include the views and comments from people living in the care home and their relatives or representatives are used to inform service development and improvement. They should ensure that as well as through newsletters and other written communication they continue to gather evidence to demonstrate participation and involvement in the developments within the service. We recognise the progress made so far and look forward to reviewing this at future inspections.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

2. The provider needs to continue to support the new management within the care home to allow them time together to plan and review the quality assurance information and ensure that they have the resources to address any issues identified through their daily managerial and nursing duties.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

How good is our staff team?

4 - Good

We reviewed the recruitment procedures and noted the provider operates from a centralised service based in England, with the local care home administrator overseeing this process to ensure that it is working effectively. We noted that all appropriate checks and vetting procedures were in place and interviews conducted by management followed good recruitment guidance procedures.

The administrator ensured this process was efficient and any issues identified were resolved. This provided reassurances that people working with vulnerable adults in the care home were suitable and safely recruited. We also reviewed other tasks undertaken by the administrator regarding people's personal finances and found them to be accurate and effective in keeping people's financial expenditure safe. Another example of good standards being maintained to ensure that older vulnerable adults are properly cared for and supported.

How good is our setting?

4 - Good

The provider has made considerable investment in the care home environment to improve the overall fabric of the building including the general décor and furnishings. This helps to create a relaxed and pleasant environment, where people can live comfortably and safely. This was supported by a dedicated maintenance person who ensured that all regular servicing of equipment and maintenance checks were in place and that all health and safety procedures were strictly adhered to whilst safeguarding the welfare of staff and people in the care home. Any documentation we required to check during this inspection the maintenance person was able to provide.

The care home was clean, tidy and free from any offensive odours, we commend the head housekeeper and her young team of staff for their hard work in ensuring this large care home environment was well presented and maintained to a good standard.

This helps to reduce risks and upholds good standards of infection prevention and control. This was an example of good leadership, positive role model and mentoring that helps deliver and maintain good standards that enhances the overall care experience for the people who live there.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The care home manager must ensure pain level assessment tools are fully implemented. Information must be recorded, followed by robust monitoring and reviews to reflect the needs of individuals and actions to be taken in order to support their health and wellbeing.

This area for improvement was made on 4 November 2022.

Action taken since then

We reviewed the documentation in care and support plans and also the PRN protocols that detail when as required medication should be administered. This includes medication for pain relief and agitation. We noted that the PRN protocols were good and gave detailed descriptions for anyone who required medication for pain relief this also included the effectiveness and evaluation of the prescribed medication.

Care and support plans although in large folders and may be better if streamlined, did contain assessments by the nursing staff regarding any issues of pain relief. In discussions with the deputy there was recognition of the need to improve and continue to develop the documentation to better reflect these details. Staff we observed and spoke to demonstrated very good knowledge of each individual's needs and were able to identify when people were in pain and required any medication for relief.

Previous area for improvement 2

The care home manager must ensure that any changes to an individual's needs are recorded and evaluated. The care home manager must ensure care plan's contain accurate, up to date and detailed information about the support a person experiencing care requires. This is to guide staff in meeting the needs of individuals and to provide accurate care and support

This area for improvement was made on 4 November 2022.

Action taken since then

We reviewed the care and support documentation during this inspection and found good detail and descriptions of the individual's need. However, the folders were large and cumbersome and could do with being streamlined and more focused. We have continued to make this an area for improvement to look at in future inspections.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
4.3 People can be connected and involved in the wider community	4 - Good

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